



the grainery church

## POSITION DESCRIPTION - CAFÉ SUPERVISOR

Position Information	
<b>Job title:</b> Cafe Supervisor (shared role)	<b>Reports to:</b> Executive Cafe Coordinator
<b>Working with:</b> The River Cafe Team	<b>Date updated:</b> April 2024
<p>This role will suite a person with heart for management, hospitality skills and a passion for people. As a part-time role, you will job-share and be part of a great team serving the wider community as well as this vibrant church. The River Café has a commercial kitchen providing catering as well serving great coffee and food. It is a meeting place in beautiful surrounds for all ages.</p>	
<b>Key Relationships:</b> <ul style="list-style-type: none"><li>● River Cafe staff and volunteers</li><li>● Executive Café Coordinator</li><li>● Events Manager</li><li>● Media and Comms Manager</li><li>● Finance Manager</li><li>● HR</li></ul>	<b>Hours per week:</b> <p>Sundays Fortnightly: 7am-1pm Weekly Mondays: 10.30am - 2.30pm Weekly Tuesdays: 7am – 12:30pm Weekly Wednesdays: 7am – 3pm</p>
<b>Primary Purpose:</b> · <p>This person will co-lead the daily operations of River Café contributing to the serving culture and ensuring the highest standards of food hygiene and customer service at all times.</p> <ul style="list-style-type: none"><li>● You will assist with planning and executing the daily and weekly operations of the cafe including:<ul style="list-style-type: none"><li>- ensuring a high level of compliance with WHS regulations</li><li>- building a culture of excellence and consistently highest quality in all aspects</li><li>- the Executive Café Coordinator and the River Café team on the cafe menu</li><li>- managing cafe staff and volunteers</li><li>- maintaining and updating cafe compliance policies, procedures and record keeping</li><li>- training of staff and volunteers in quality customer service and hygiene where needed</li><li>- planning of staff and volunteer rosters and assist in managing changes so staffing levels are maintained</li><li>- ensuring a high level of hygiene and food safety requirements are maintained</li><li>- ensuring a high standard of food quality and food presentation</li></ul></li><li>● You will assist the Functions Manager in the planning of catering for events and functions</li></ul>	

-help to oversee the use of the cafe by other church teams to ensure safety standards and respectful care of the kitchen and cafe are maintained

### Key Accountabilities: Alongside the Café Lead 1

The Key accountabilities for the shared roles include:

- Ensure orders, stock management and safe storage of all foods and supplies
- Accountability for the processes of takings and cash handling
- Coordinating training and support of staff and volunteers
- Ensures the Cafe is in compliance with WHS regulations and food handling licences
- Build strong communication and relationships to co-ordinate use of kitchen by other ministries
- Oversee sound financial decisions in collaboration with the Cafe Executive Coordinator and Finance Manager
- Oversees the upkeep and maintenance of the cafe and equipment
- Greet and serve customers as needed to enable a good flow in the cafe

### Job Specific Skills, Knowledge & Qualifications, Experience

<b>Skills</b>	<b>Essential:</b> <ul style="list-style-type: none"><li>• Interest in and passion for God and serving the community</li><li>• Creative abilities in hospitality ministry</li><li>• Effective communication</li><li>• Strong interpersonal skills to lead and support others</li><li>• Ability to work effectively within a team</li><li>• Creative thinking and problem-solving ability</li><li>• Desire to develop and maintain positive relationships with staff and volunteers</li><li>• High standards of hygiene and food handling</li><li>• Responsibility and willingness to co-lead a team of volunteers, understanding the challenges that come with this</li><li>• Hold a Barista training qualification or have well documented Barista experience.</li><li>• Willingness to keep leaders informed of issues as they arise</li></ul>
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<b>Knowledge &amp; Qualifications</b>	<p><b>Essential:</b></p> <ul style="list-style-type: none"> <li>● Strong administration skills</li> <li>● Strong computer skills</li> <li>● Hold a current food safe handling certificate</li> <li>● Ability to work effectively within a team</li> </ul> <p><b>Desirable:</b></p> <ul style="list-style-type: none"> <li>● Qualifications in hospitality leadership</li> </ul>
<b>Experience</b>	<p><b>Essential:</b></p> <ul style="list-style-type: none"> <li>● Experience in hospitality industry</li> <li>● Experience in sharing the heart of Jesus through serving and hospitality ministry</li> <li>● Experience with NFP or charity organisation's operations</li> </ul> <p><b>Desirable:</b></p> <ul style="list-style-type: none"> <li>● Training and leadership skills</li> <li>● Baking skills</li> </ul>

<b>Staff Expectations</b>
<ul style="list-style-type: none"> <li>● Willing to seek a relationship and commitment to Jesus Christ.</li> <li>● Endorse and encourage faithfulness towards the practices of the Christian faith and the culture of the Grainery</li> <li>● At all times act at a high standard of professional behaviour.</li> <li>● Not act, or be seen to be acting, in conflict with the best interests of the church.</li> <li>● Be an active part of special events.</li> <li>● Be a team player for all Grainery Church areas, always working alongside others towards the greater vision of God's work. This includes being respectful of all resources and spaces.</li> <li>● Always strive for clear and reliable communication internally within their own team, and externally in communicating with all volunteers and staff.</li> <li>● Practise responsible time management.</li> <li>● Demonstrate effective, productive, and kind work practices.</li> <li>● Follow the Standard Operating Procedures of the cafe, reporting to the Executive Cafe Coordinator when tasks cannot be completed in an appropriate manner or time frame.</li> <li>● Comply with all policies and procedures of the Grainery Church</li> <li>● Follow and work within all legal procedures and processes, including diligently taking responsibility for any WH&amp;S and Child Protection concerns within the cafe ministry.</li> <li>● Adhere to the Grainery Code of Conduct and reach out to your leader should a shortfall occur.</li> </ul>